

Steps	<p style="text-align: center;"><b>Description</b> User Guide <b>Procedures for Logging Calls through the Clearinghouse Phone System</b></p>
<b>Step 1</b>	<ul style="list-style-type: none"> <li>• . Dial one of the access numbers, local is <b>527-2400</b> all other areas dial <b>1-888-368-9367</b></li> <li>• <i>You will get a voice recording, “Welcoming to the Air Force Problem Reporting Clearinghouse.”</i></li> </ul>
<b>Step 2</b>	<ul style="list-style-type: none"> <li>• Voice recording will then ask if are calling to report a <b>Technical problem press 1</b>, if you are calling to report a <b>Functional problem, press 2</b></li> </ul>
<b>Step 3</b>	<ul style="list-style-type: none"> <li>• If you selected 1 - (<b>Technical problem</b>) you will receive a voice recording stating the following <i>If you are having problems with Network connectivity, software loads of Palace Compass Applications, accessing Palace Compass applications, or need assistance with UNIX or Windows NT server issues, <b>press 1</b>.</i> <i>For problems with PPIs and Modern or Legacy DCPDS User-Ids, please <b>press 2</b>.</i> <i>For problems with IVRS, PARIS, RESUMIX, or CPDSS, please <b>press 3</b>.</i> <i>For Business Objects and database support, <b>press 4</b>.</i> <i>For Resources, <b>press 5</b>.</i> <i>For Security and plans, <b>press 6</b>.</i> <i>For Functional questions concerning Civilian Personnel software applications, <b>press 7</b>.</i> <i>For any other questions or issues, please <b>press 0</b> and a Help-Desk representative will assist you.</i> <i>Once you have made a selection you will receive a voice recording stating the following. Please hold while we transfer you to the next available Help Desk Representative.</i></li> </ul>
<b>Step 4</b>	<ul style="list-style-type: none"> <li>• If you selected 2 – (<b>Functional problem</b>) you will receive a voice recording stating the following  <i>If you are a <b>Functional POC</b> and are ready to report a problem <b>press 1</b>”.</i> <i>If you would like to hear the link to the Clearinghouse Web site <b>press 2</b>”.</i> <i><a href="http://www.afpc.randolph.af.mil/clrhouse/default.htm">http://www.afpc.randolph.af.mil/clrhouse/default.htm</a></i> <i>If you would like to hear our hours of operation <b>press 3</b>”.</i> <i><b>Monday – Friday 7:00 AM – 5:00 PM CST</b></i> <i>To repeat this menu <b>press 9</b>”.</i></li> </ul>